

Residential Care Services Division

2016 Report on Customer Service

MARCH 2016

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Executive Summary

This report is prepared in response to the Residential Care Services Customer Service Feedback Quality Initiative, wherein RCS collected input from providers regarding their interactions with RCS staff during facility visits. The RCS Quality Assurance Unit was responsible to review, summarize and submit to the Director's Office information gathered from customers about the quality of agency services. This report is evidence of RCS's continuing interest to improve the quality and efficiency of services provided to our long-term care provider. The purpose of the Customer Service Feedback Quality Initiative was to:

- Identify strengths and weaknesses;
- Develop strategies on providing excellent services to customers; and
- Determine areas of needed improvement.

Sample and Methodology

This survey was distributed and collected during April 2015 to December 2015. Prior to 2015, a survey had not been completed since 2005. The survey was conducted by providing postcards during onsite visits to facilities licensed to provide long term care, including nursing homes, assisted living facilities, adult family homes and supported living providers. The survey instrument includes 5 customer satisfaction questions with responses on a 5-point Likert scale of "strongly agree," "agree," "neither agree or disagree," "disagree," and "strongly disagree," "not applicable," and an optional free text area requesting any additional comments regarding the interaction. The survey was available in English only. The following questions were submitted to our customers for their feedback:

1. RCS staff were courteous during the visit.
2. RCS staff clearly explained federal and state laws.
3. RCS staff provided the facility/provider with a better understanding of federal and/or state laws.
4. RCS staff clearly communicated issues of concern throughout the visit and at the exit conference.
5. RCS staff provided clear and objective information describing failed practices.
6. Please provide any additional comments.

Given the nature of the data collection methodology the anticipated response rate could not be calculated. The survey had an approximate 16 percent response rate. The following program providers included in the 2016 Report on Customer Service are:

Table 1. Survey Sample

Name	Survey Population	Survey	Complaints
Nursing Homes	226 Facilities	147	6313
Assisted Living Facilities	538 Facilities	464	4018
Adult Family Homes	2752 Homes	1582	2212
Supported Living Providers	134 Providers	NA	2276

Summary of Major Findings across All Programs

Customer satisfaction findings for the entire state across all sampled programs are presented in the tables below. The results for all questions were fairly consistent across the state as a whole. For all questions, a majority of the providers were satisfied with their interactions with Residential Care Services for the last 9 months. Over 87 percent of all providers that responded to the survey provided positive feedback regarding the services and support they received through RCS programs. The provider responses were consistent across all programs. These results support the RCS vision of older adults and people with disabilities living with good health, independence, dignity, and control over decisions that affect their lives. There was one open-ended comment section on the survey. Over 42 percent of the responses received had an additional comment. Out of the written comments, over 95 percent provided a positive response in regards to their interactions with RCS staff.

Positive Findings

- Staff: Professional and friendly demeanor, positive, respectful, kind, and helpful attitudes

Areas for Improvement

- Rules/Laws: Different interpretations by each surveyor, lack of consistency in the application of the Rules/Laws/Tags for each program, lack of clarity on who to contact for information regarding interpretation of RCW and WAC
- Communication: Lack of follow up for complaints, not always clear on outcome of completed investigations, Consistent Customer service and knowledgeable responses.

Suggestions

- Would like more communication during the survey process

Table 2. Aggregate data across all programs

Statewide across all programs

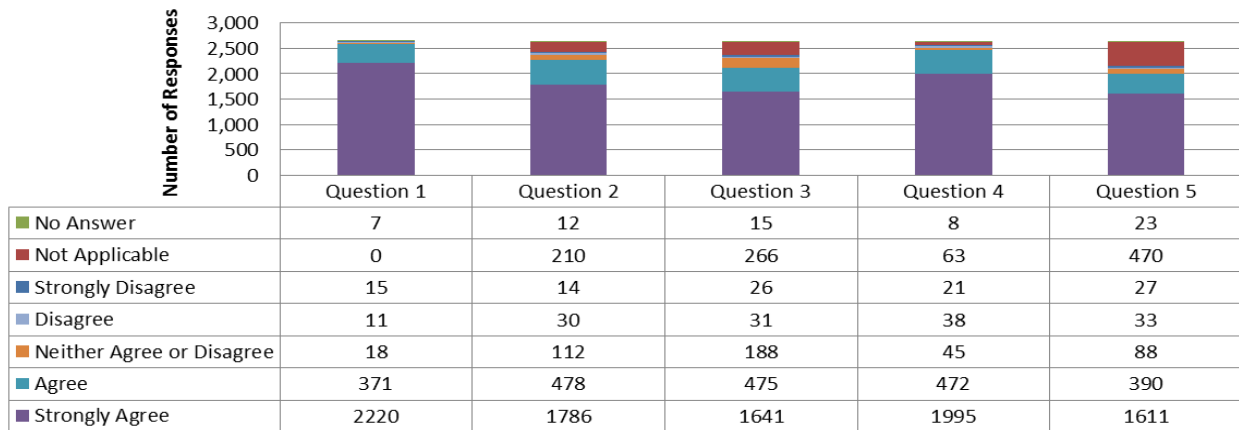


Table 3. Aggregate data across all Adult Family Homes

Statewide for all Adult Family Homes

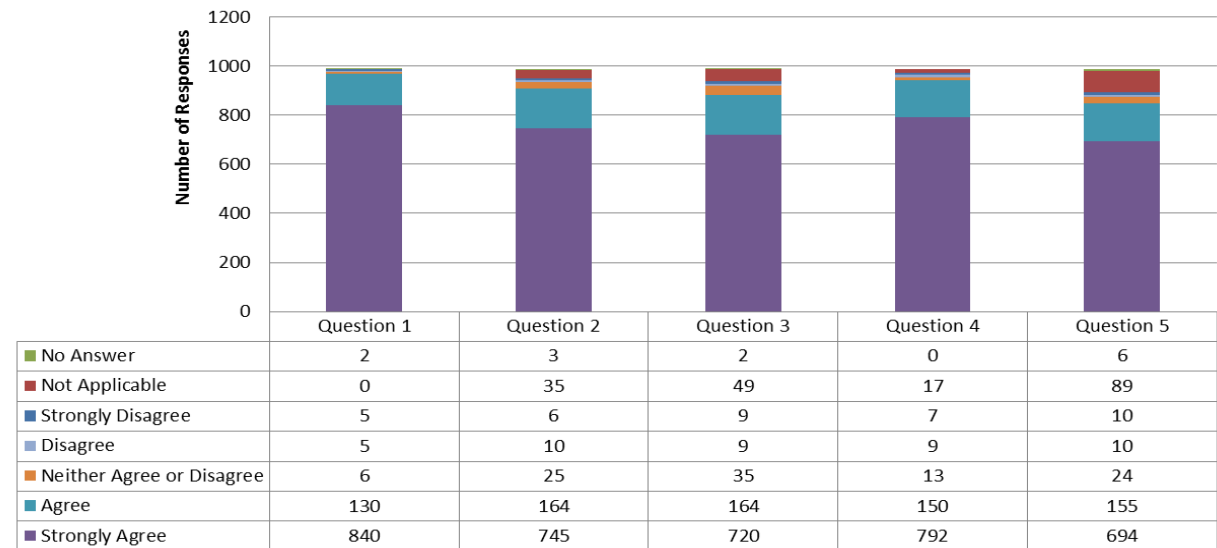


Table 4. Aggregate data across all Nursing Home Facilities

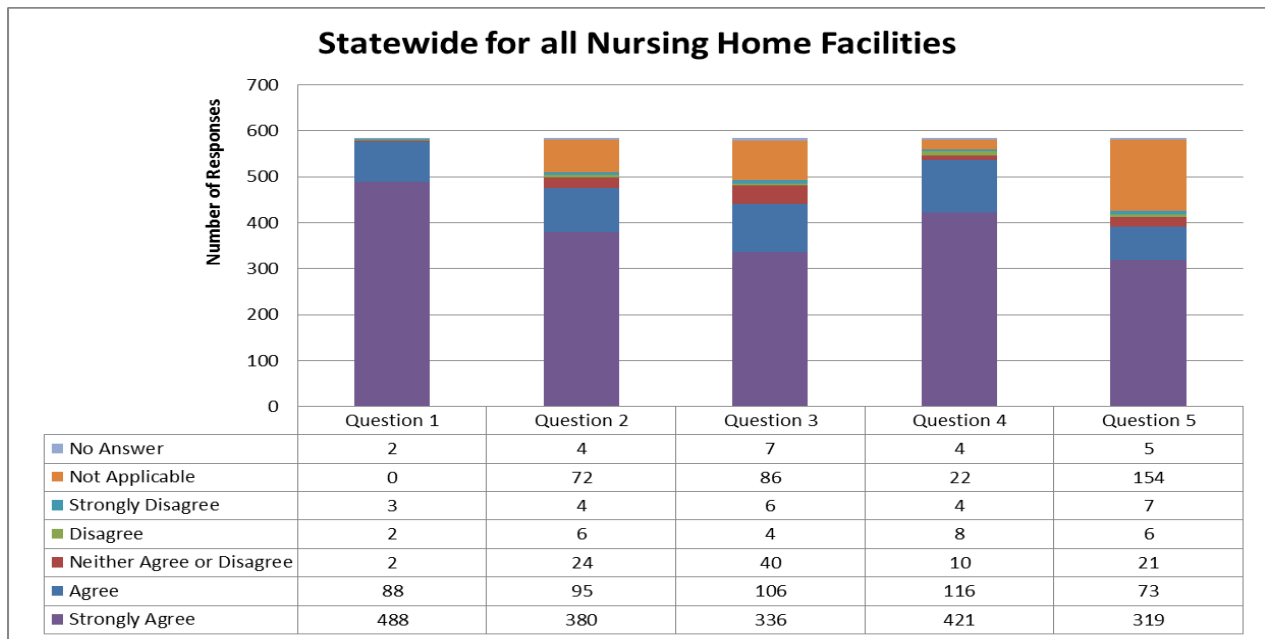


Table 5. Aggregate data across all Assisted Living Facilities

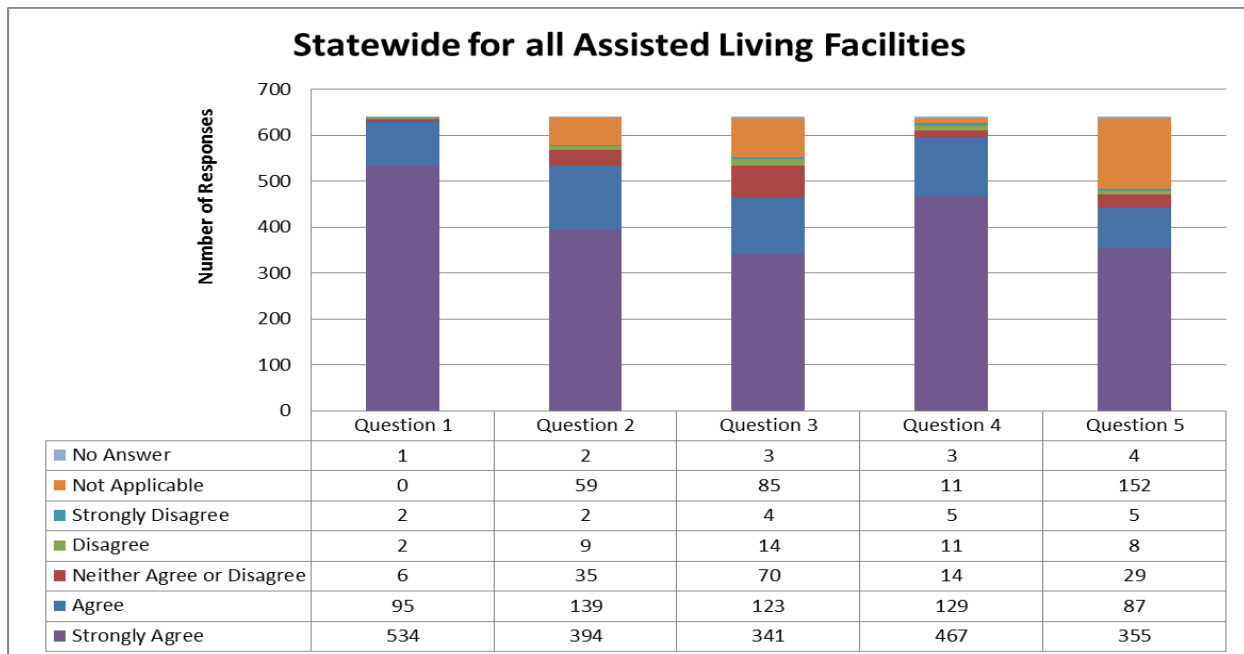


Table 6. Aggregate data across all Supported Living Facilities

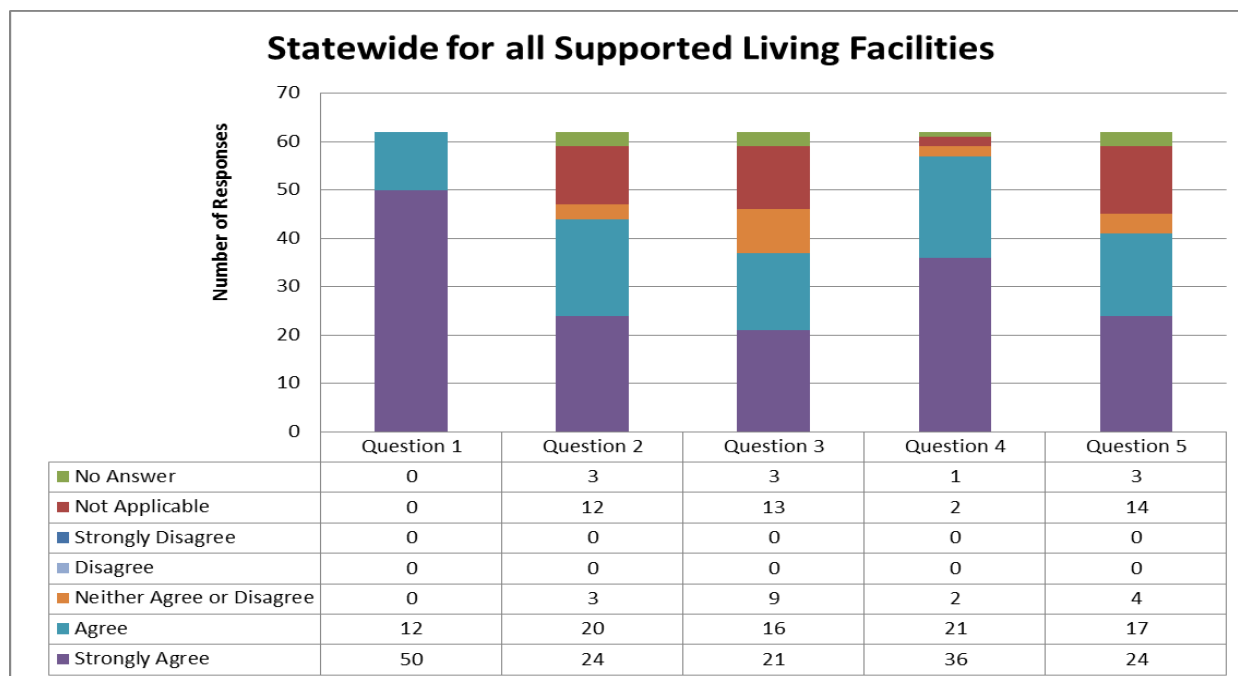
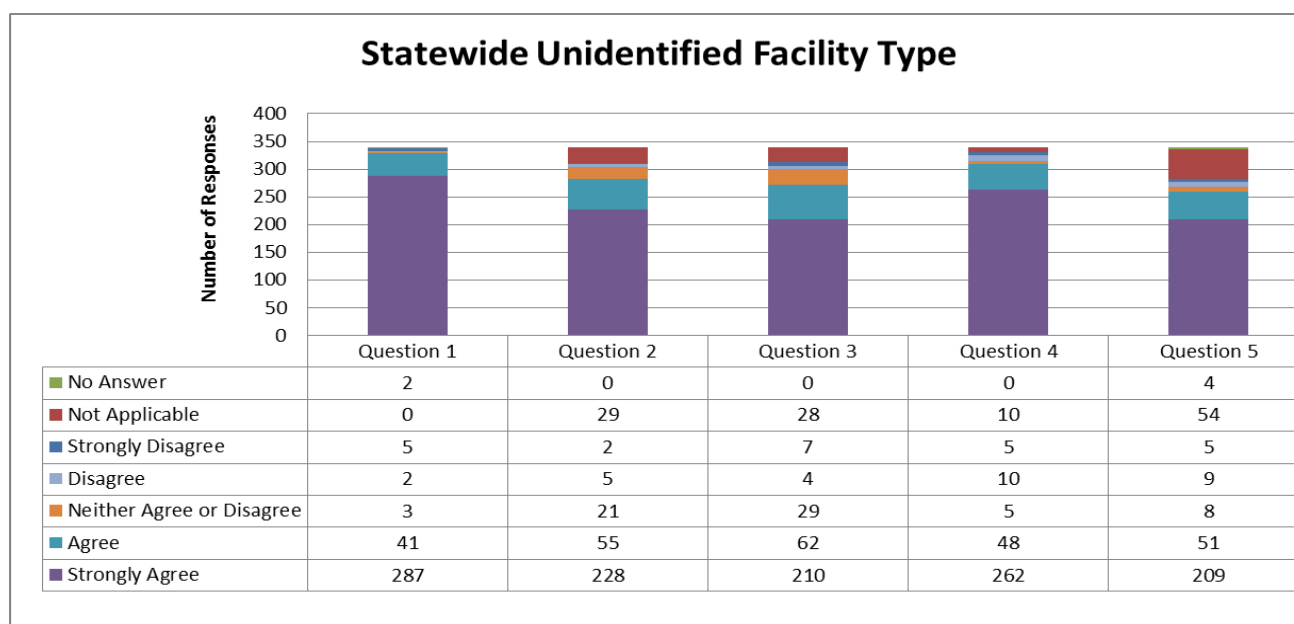


Table 7. Aggregate data across all Unidentified Facility Type



Recommendations

Based on the low response rate across all programs, it is not recommended that any major shifts in policy for any particular program occur. However, it is recommended that additional training and support is provided based on the feedback received.

- Continue to provide cultural awareness training for all staff to facilitate better communication between our division and our stakeholders.
- Continue to provide education and training in Federal/State Law (WAC) interpretation and application to ensure a fair, consistent and efficient regulatory system.
- Develop a system to notify stakeholders of Federal/State Law (WAC) changes.
- Provide stakeholders with RCS staff contact numbers for any questions regarding Federal/State Law (WAC) changes.
- Conduct ongoing Customer Service Feedback Surveys to determine satisfaction with RCS services; respond and report accordingly.